

TeleSys User Guide and Other Important Information

Louisiana Department of Health and Hospitals
Office of Aging and Adult Services



Introduction

□ Before the needs of elderly and disabled individuals and eligibility for home and community based services can be assessed and authorized, MDS-HC assessment information must be collected, analyzed and applied as applicable for the type of program(s) the individual is requesting.

Process Overview

- Trained MDS-HC assessors collect the required data in accordance with very specific guidelines specified in InterRAI MDS-HC Manual and record the data in the applicable sections of the MDS-HC data set form.
- MDS-HC Assessment data is then entered and locked in to the OAAS TeleSys database by the MDS-HC assessor or, by the agency's designated database entry person.

Process Overview

- Once all data is entered, it is automatically analyzed via an automated process built in to the TeleSys software application.
- The results of the analyzed data is displayed in the form of "Triggered Client Assessment Protocols (CAPs)". The MDS-HC triggered CAPs provide the trained assessor with information regarding the individual's Level of Care (LOC) and Care Planning needs.

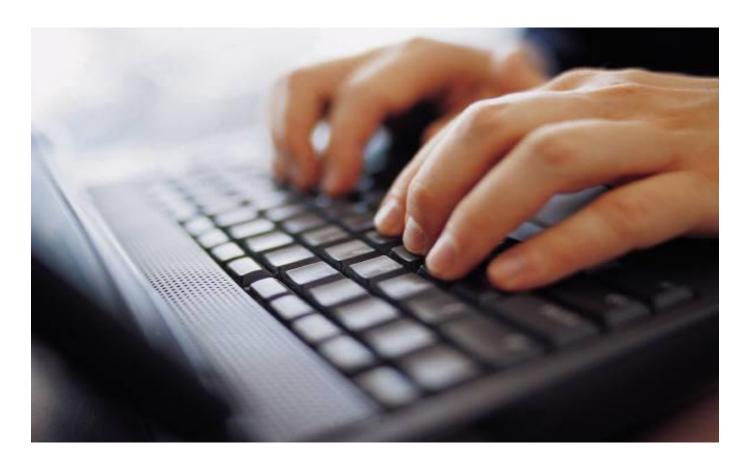
Process Overview

The individualized Plan of Care, and other supporting documentation as required by the OAAS, is submitted to the OAAS Regional office, or its designee, for review and determination of Nursing Facility Level of Care and program approval/denial decision.

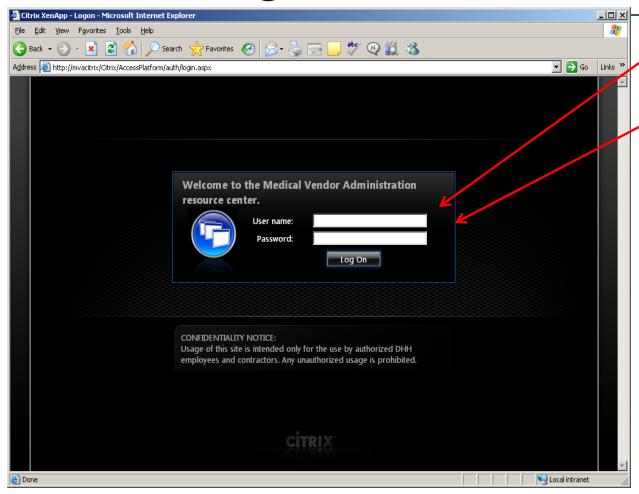
System Access

- ➤ The TeleSys database is accessed via a secure connection (e.g., Citrix)
- Only persons with approved security access are able to log-in to the system
- Access to TeleSys is provided by the OAAS TeleSys Administrator
- State policies governing HIPAA privacy and confidentiality standards must be followed at all times

Logging-In

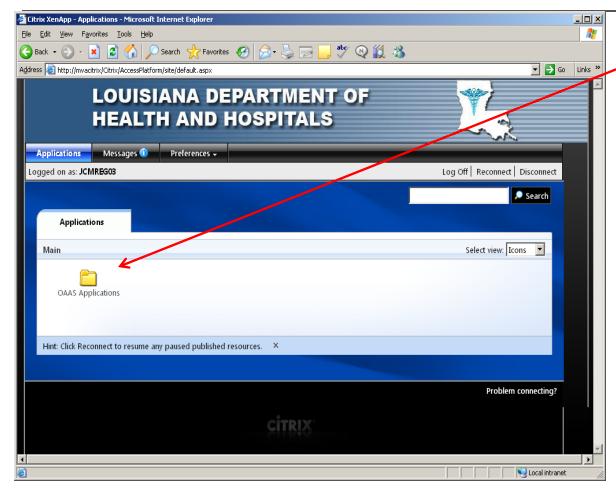


Citrix Log-In Screen



User ID and password provided by OAAS
System
Administrator

Citrix Log-In Screen

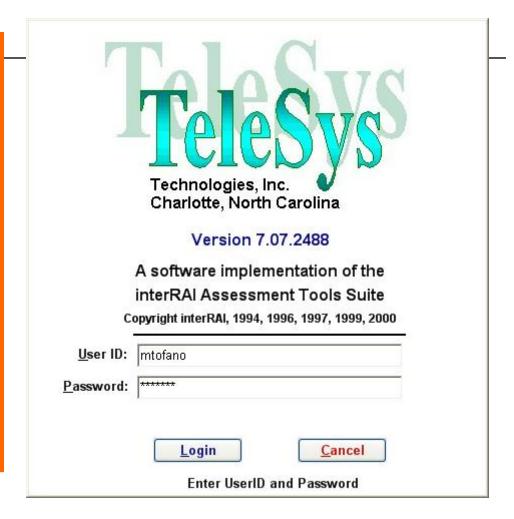


Double Click OAAS Applications Folder

STEP 1

The OAAS Telesys
Administrator will provide
you with initial access
instructions.

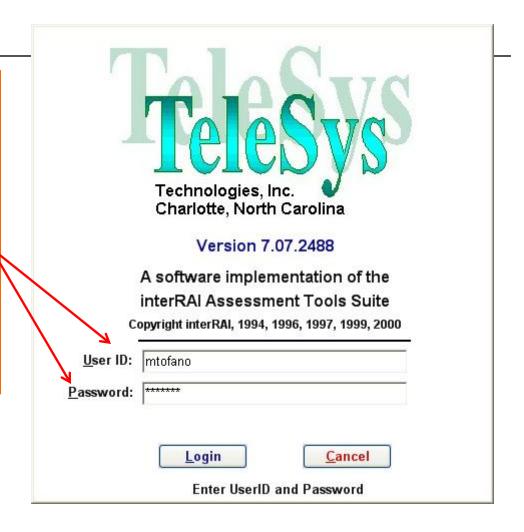
When you first launch the software using the icons provided for you, the logon screen will appear.



STEP 1 (continued)

Enter the user name that was provided by the system administrator in BOTH the User ID and the Password entry boxes.

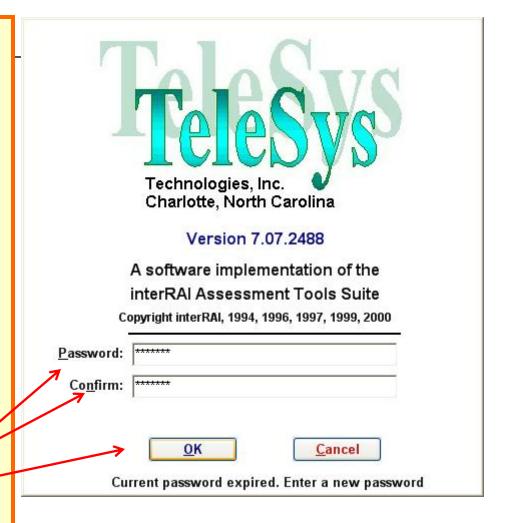
Then click on the "Login" button.



STEP 2

The system will then come back with this screen. It is now asking you to put in a new password. You are the only one that will know what this password is.

NOTE: The password must be at least 6 characters in length. It can contain numbers and / or letters. Once you have entered your new password in both boxes, click "OK".



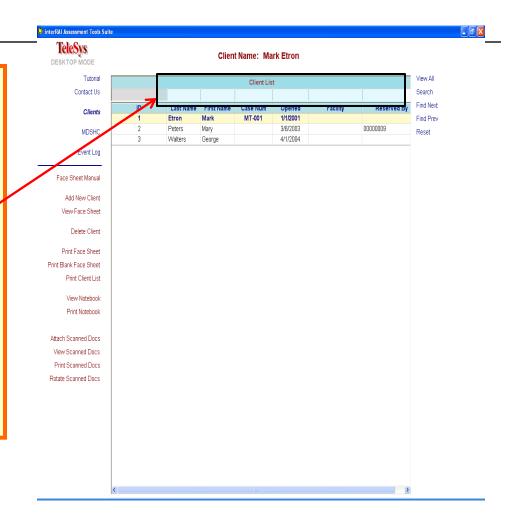
STEP 3

This will present the Client List Screen.
You are now ready to start to operate/navigate the system.



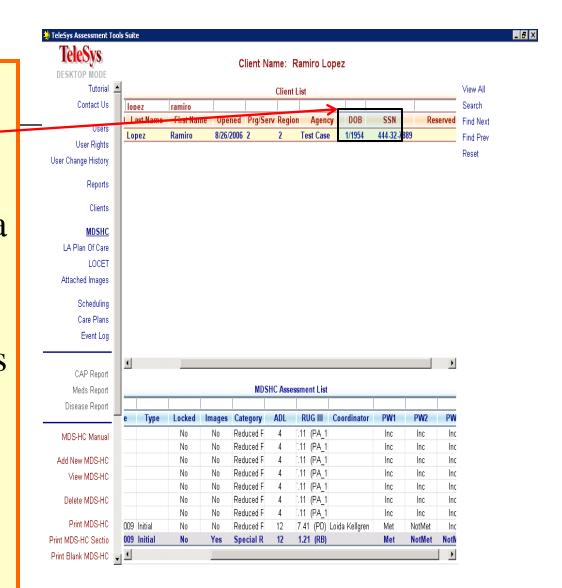
STEP 1

You can conduct a client search by entering the client's last name, first name, and/or SSN in the blank boxes above the applicable column on the client screen.



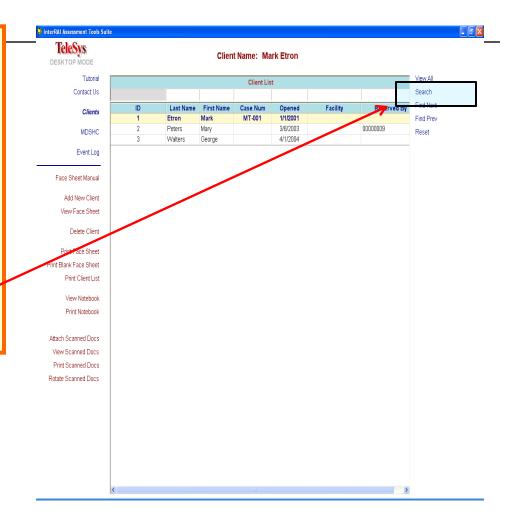
Important Tip:

You can expand the column "window" to better view all of the data entry for that column by placing the cursor between the column lines until you get a double sided arrow, then just "pull" the line to expose the rest of that column's contents.



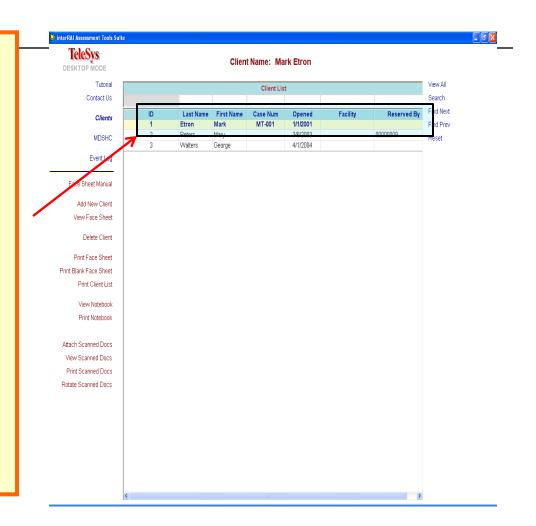
STEP 2

Once you have entered search info. in the appropriate column, click on "Search" button located on right side of client screen.



STEP 3

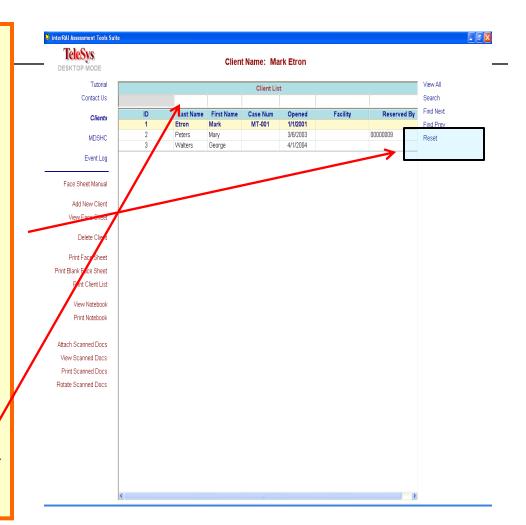
Once you have clicked on "Search" button, the client screen appears with the client's name, SSN, Date of Birth, etc. Be sure to check all identifiers to be sure the client that comes up is the client you need.



STEP 4

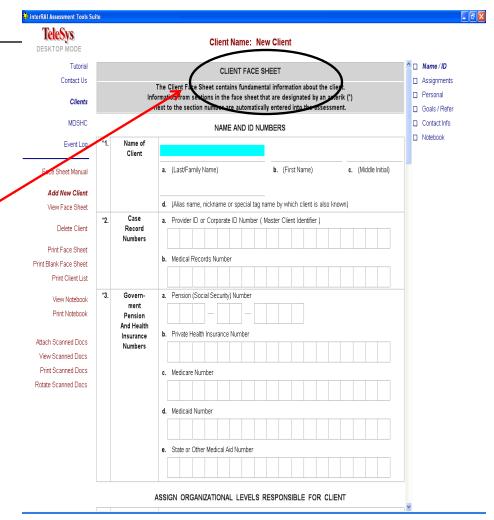
If client does not come up, Click on "Reset" & try additional identifiers, check name spelling, etc. You can also enter the first letter of the client's first or last name, followed by an asterisk (*) to pull up all clients with similar name to see if client you need is in database.

Tip: You do not need to click on "Reset" button first - to enter a new name, simply click in blank space over identifier, and start typing new identifier information.

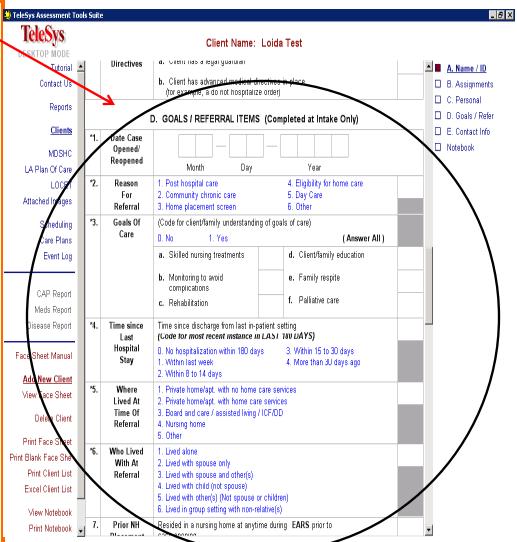


STEP 1

When client's name appears on client screen, double click on it and the Client Face Sheet Screen will appear. This Face Sheet will already be completed with some information. It is very important that you check to make sure Sections A., B, C, D, and E. of Client Face Sheet are filled in with applicable & correct information.



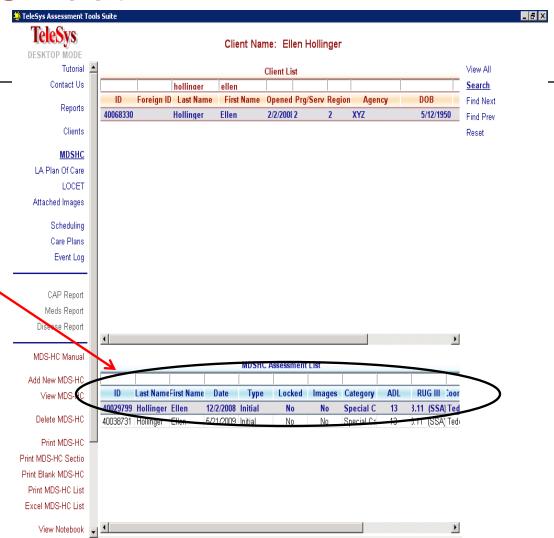
Section D. Goals/Referral of Client Face Sheet must be completed at the time of the client's initial MDS-HC assessment (oldest dated MDS-HC in TeleSys). If the database entry person does not complete this section on the Client Face Sheet, subsequent MDS-HCs will not be auto populated with this information that is to be "Completed at Intake Only".



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What do if Section D. of Client Face Sheet is Blank:

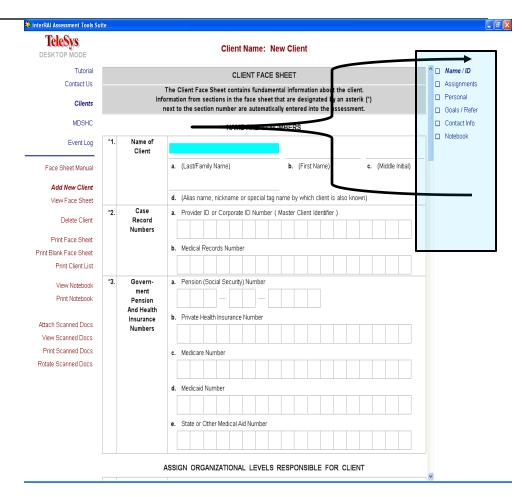
The database entry person must use the information found in Section D of the Client's very first MDS-HC assessment in TeleSys (oldest dated MDS-HC in TeleSys) to complete the missing items in Section D of the Client Face Sheet. In that way, added MDS-HC assessments will be appropriately auto populated for those fields that are "completed at intake only".



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STEP 2

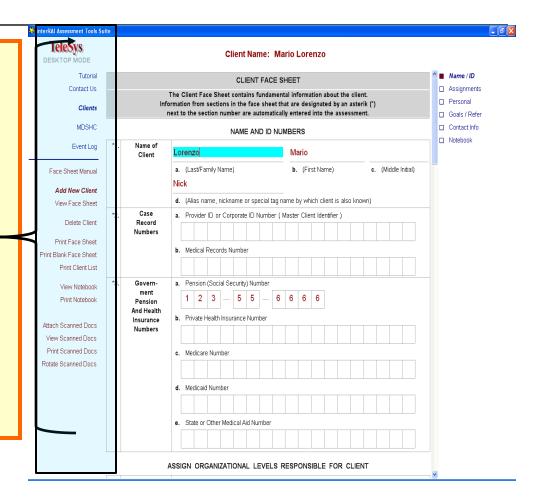
The buttons on the right side of the screen correspond to the various sections on the Face Sheet form. Clicking on one of these buttons will take you to that section of the Client Face Sheet.



Review:

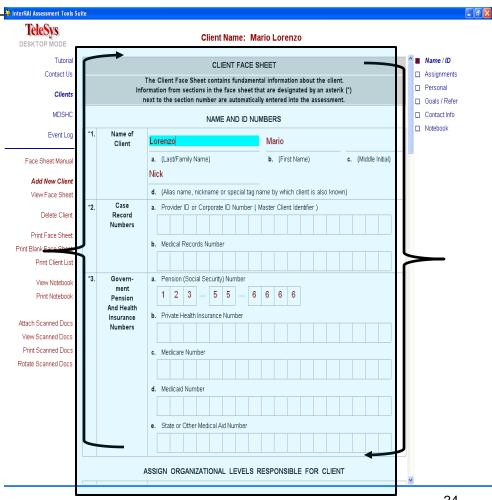
Before we continue, let us first review the screen presented to us. The screen is in four sections.

The section on the left of the screen contains the "Action Buttons". When selected, they tell the system what it is we wish to do.



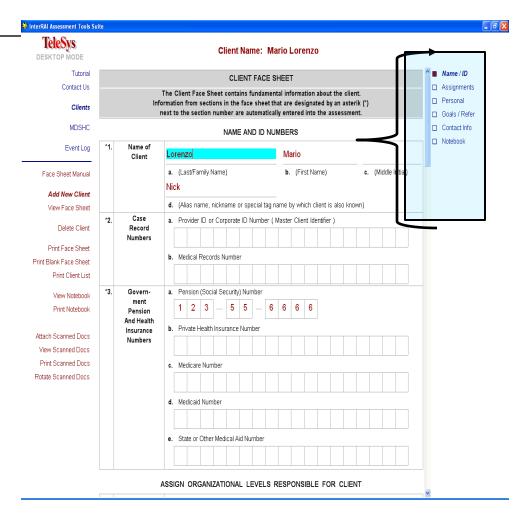
Review:

The section in the center is the Form Screen. Within it is the form associated with the action we wish to take.



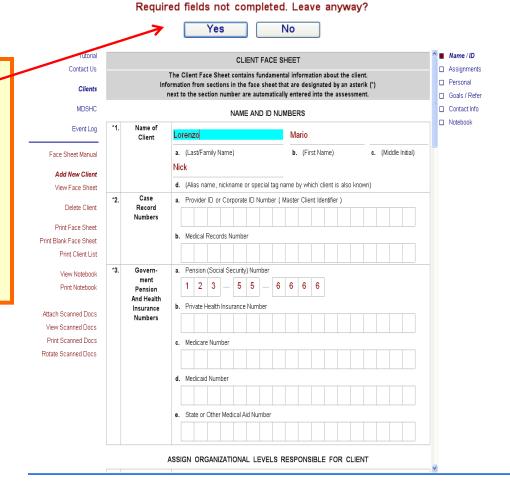
Review:

The section on the right of the screen contain the Section Buttons. When you click on any of the section buttons, the form will scroll so that the first question within the section selected is made visible.



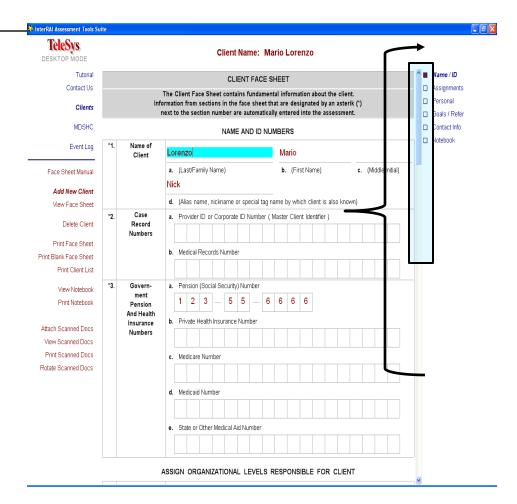
Review:

The section at the top is the Message screen. Within it will be all of the messages that the system wishes to convey to the user.



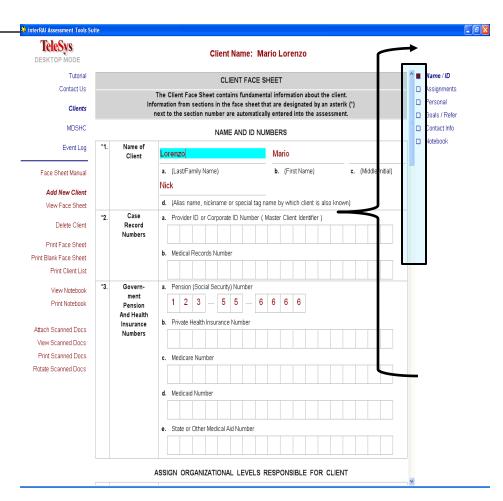
Completeness Indicators

Next to each Section
Button are the
Completeness
Indicators for each
section. These
indicators show the
completeness of the
section.



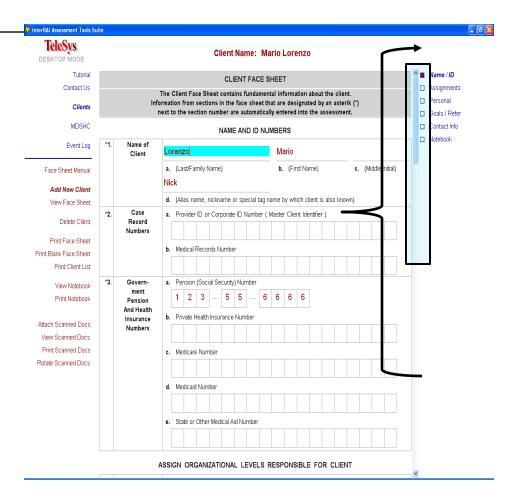
Completeness Indicators

- •Complete box is totally filled (appears in red)
- •Empty box is totally empty
- •Partially completed box is half filled in red.



Completeness Indicators

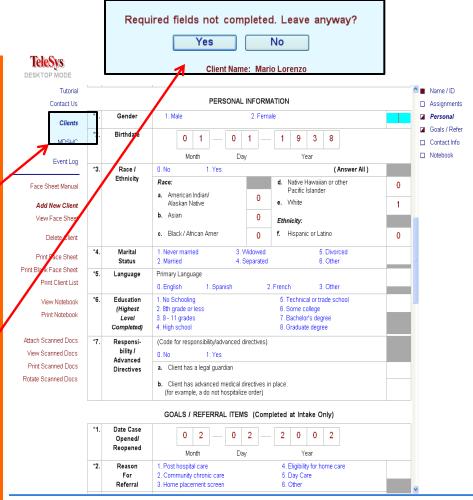
The completeness indicator reflects the completeness of the answer boxes that are required, which is not necessarily all of the answer boxes.



Exiting Client Face Sheet Screen

STEP 1

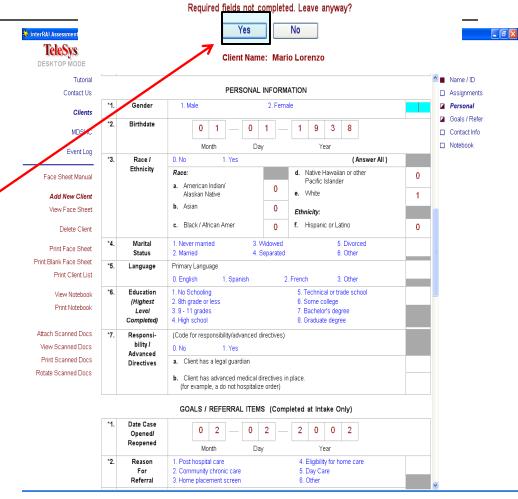
Once all of the information on the Face Sheet has been reviewed for accuracy/ completeness, click on the "Clients" button. If all of the required answer boxes have not been completed, a message will appear stating, that all of the required fields are not completed and asking if you wish to leave anyway.



Exiting Client Screen

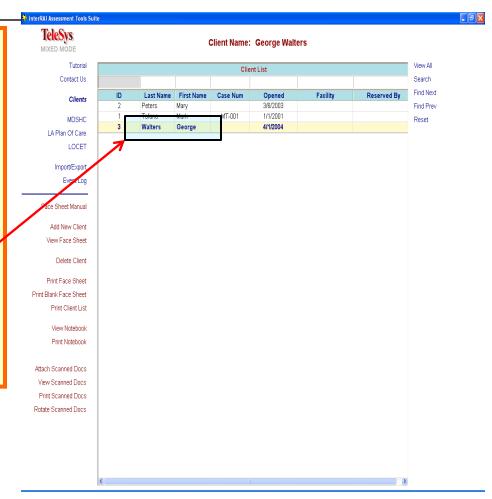
STEP 2

NOTE: Remember that it may be that not all answer boxes are required. If you answer "Yes", then the system will bring you back to the client list grid



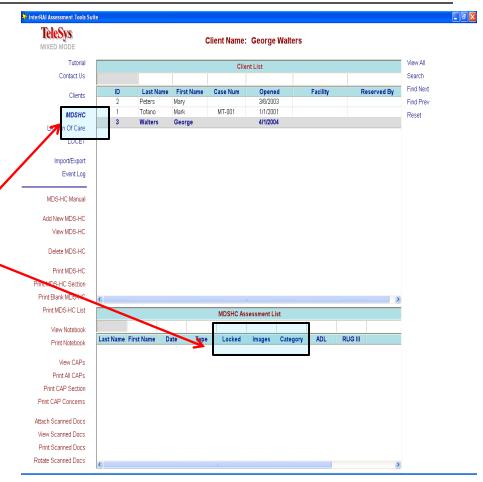
STEP 1

In order to add a new MDS-HC to a client in TeleSys, it is first necessary to select the client. This is accomplished by a left click of the mouse on the client you wish to select. For this example, we have selected "George Walters"

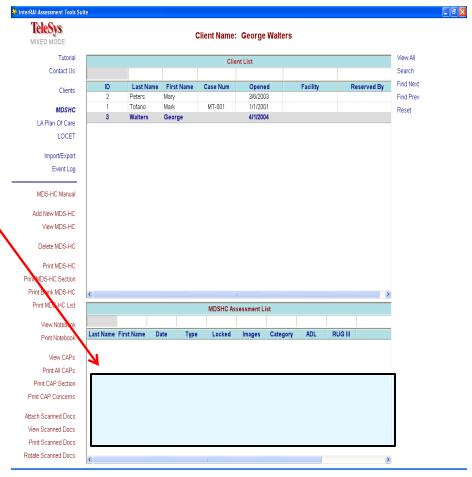


STEP 2

After selecting the client, you left click on the MDS-HC button in the upper left of the screen. This will bring up the MDS-HC assessment list screen. The screen now has two grids. The top grid is the client list which has been reduced in height to give room to show the MDS-HC Assessment List grid.

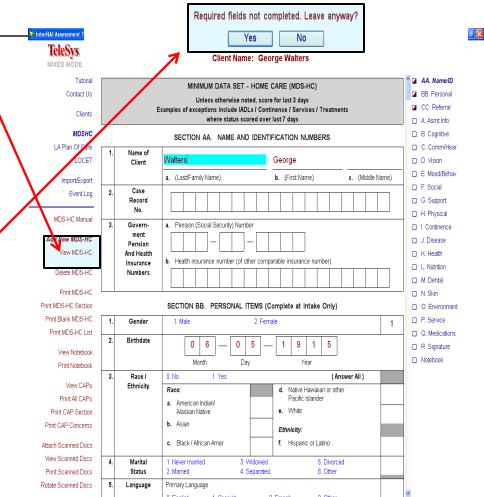


The assessment list grid shows a detailed history of all the MDS-HC assessments performed on the selected client. In this case, Mr. Walters does not have any assessments at this time.

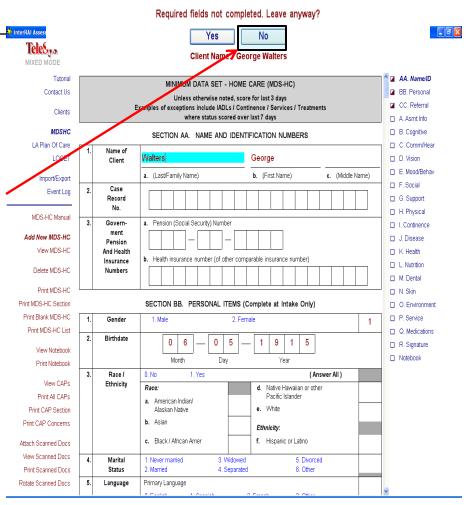


STEP 3

In order to add a new assessment to Mr. Walters, left click on the Add New MDS-HC buttons in the lower left of the screen. This will give you a confirmation prompt at the top of the screen. NOTE: All confirmation and warning prompts are accompanied by a bell sound. To enable the sound, make certain that your sound system is enabled.

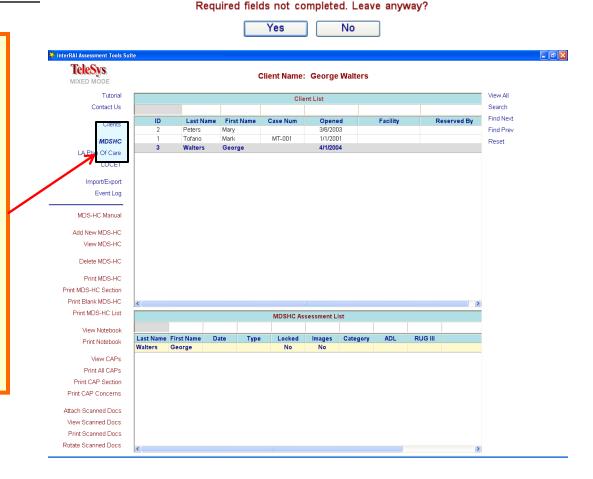


Step 4: If you answer "No", you will be returned to the screen in Step 2. If you answer "Yes", you will be shown the MDS-HC form on the screen.



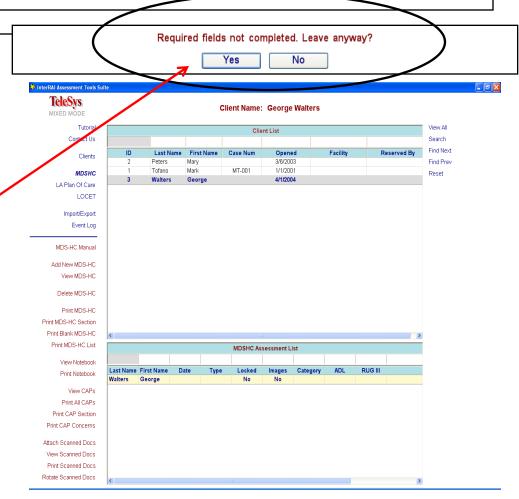
STEP 5

Once the MDS-HC has been completed, click on the MDS-HC button to return to the MDS-HC Assessment List screen.



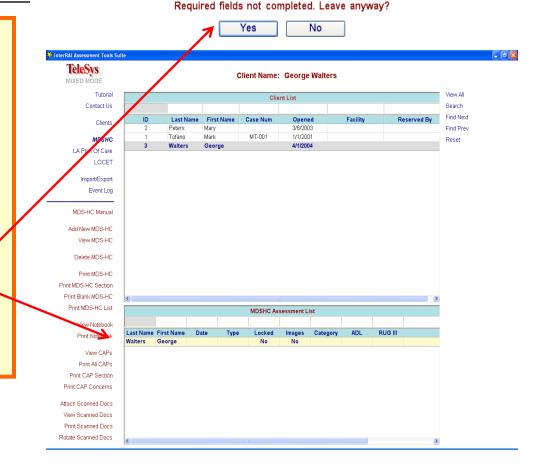
STEP 5 (continued)

If the required fields have not been completed, you will be prompted to determine if you actually do wish to leave the form.



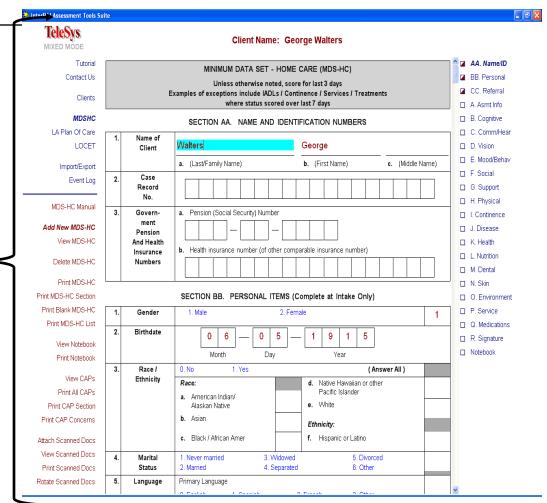
STEP 5 (continued)

If you answer "No", the screen will stay as it is. If you answer "Yes", then the screen will go to the MDS-HC Assessment List screen. We now see that Mr. Walters has an MDS-HC completed.



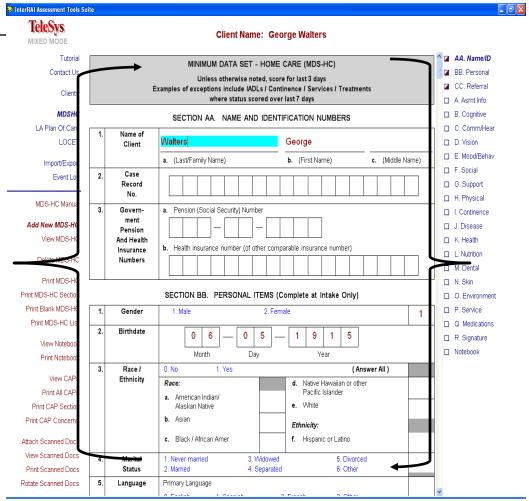
Review:

Before we continue, let us first review the screen presented to us. The screen is in four sections. The section on the left of the screen contains the Action Buttons. When selected, they tell the system what it is we wish to do.



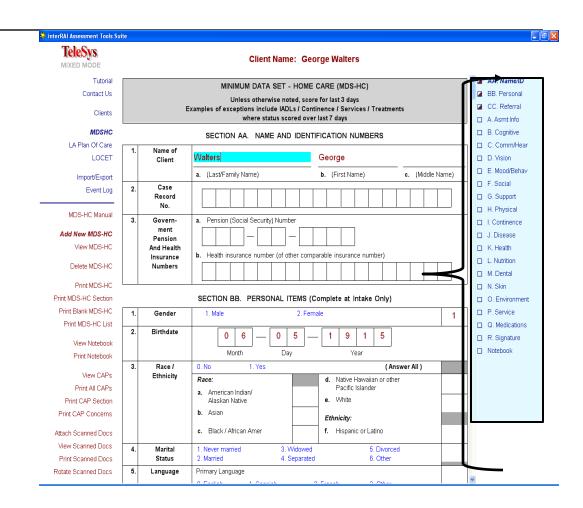
Review:

The section in the center is the Form Screen. Within it is the form associated with the action we wish to take.



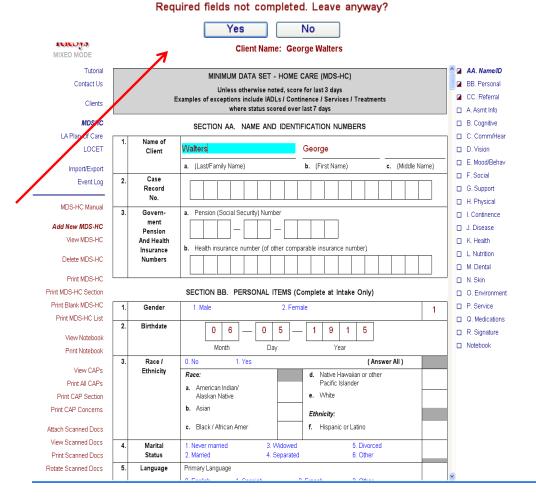
Review:

The section on the right of the screen contains the Section Buttons. When you click on any of the section buttons, the form will scroll so that the first question within the section selected is made visible.



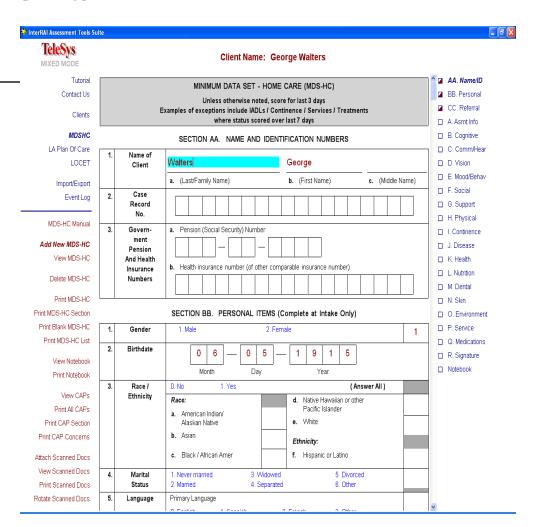
Review:

The section at the top is the Message screen. Within it will be all of the messages that the system wishes to convey to the user.



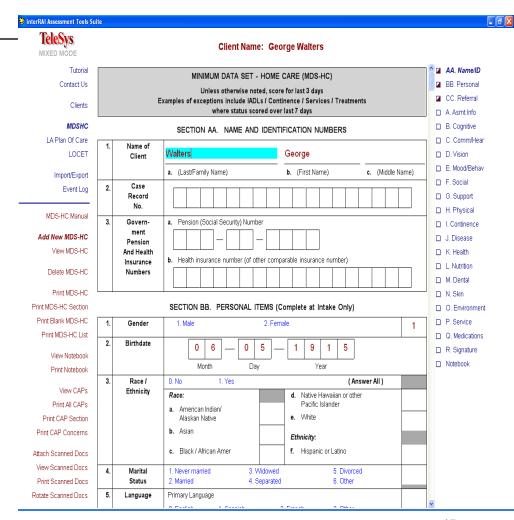
MDS-HC Sections

The first three sections of the MDS-HC, Sections AA, BB and CC, are automatically populated with information from the Client's Face Sheet. If Sections AA, BB & CC of MDS-HC are not auto populating, this means that the Client's Face Sheet was not fully completed at the time of the client's very first MDS-HC assessment. This must be corrected on the Face Sheet before proceeding with current MDS-HC data entry (Refer to Client Face Sheet Section of this guide)



MDS-HC Sections

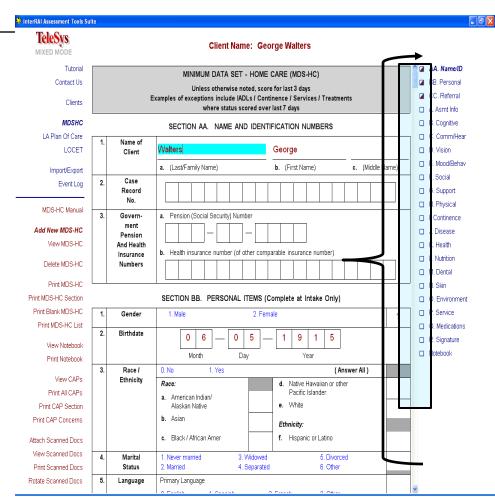
Most of the answer boxes within Sections AA, BB and CC on the MDS-HC form/screen are Read Only, meaning that you can see the information within the MDS-HC, but you cannot edit it. This is done intentionally so that the information in the client's record matches the information on the MDS-HC.



Completeness Indicators

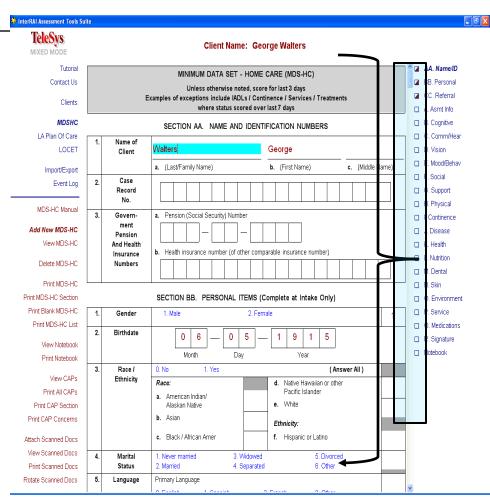
Next to each Section Button are the Completeness Indicators for each section. These indicators show the completeness of the section.

- •Complete box is totally filled (appears in red),
- •Empty box is totally empty,
- •Partially completed box is half filled (half white/half red).



Completeness Indicators

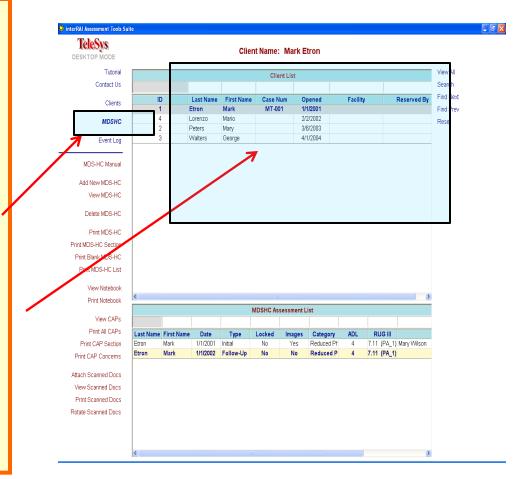
The completeness indicator reflects the completeness of the answer boxes for that section.



Analyzing and viewing the Client Assessment Protocols (CAPs)

STEP 1

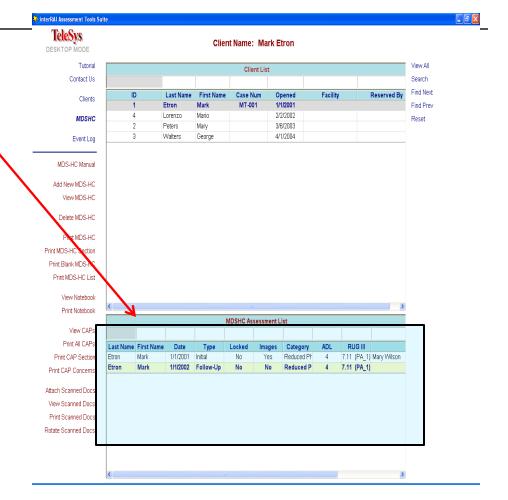
In order to analyze and view the CAPs (Client Assessment Protocols) it is necessary to click on the "MDSHC" button. This will bring two list grids to the screen. The top list grid is the Client List, which is the same as the client list seen when the "Clients" button is depressed.



Analyzing and viewing CAPs

STEP 1 (continued)

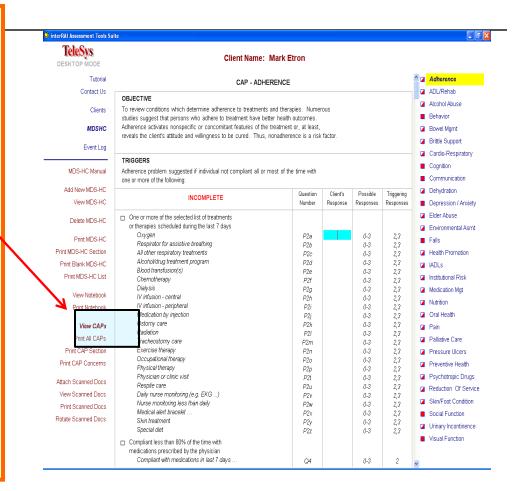
The bottom list grid is the MDSHC Assessment List and it contains all of the assessments that have been completed for the client selected in the Client List Before you analyze the CAPs, select an MDSHC from the MDSHC assessment list. This is done by a single left click on the row containing the assessment you wish to analyze.



Analyzing and viewing CAPs

STEP 2

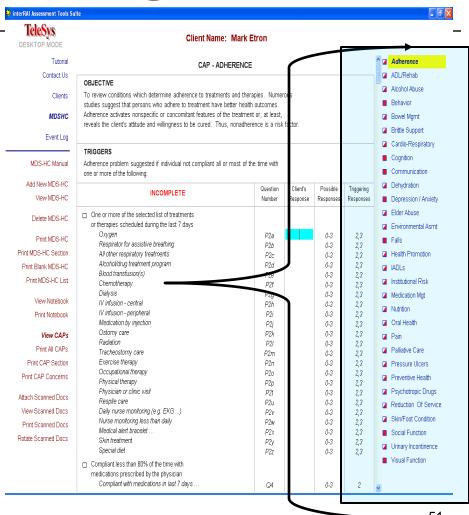
Once the assessment has been selected, click on the "View CAPs" button. This will bring up the CAP screen. The center of the screen is the detail of the actual CAP itself. It gives information about how the CAP is calculated and from where on the form it obtains its information.



Analyzing and viewing CAPs

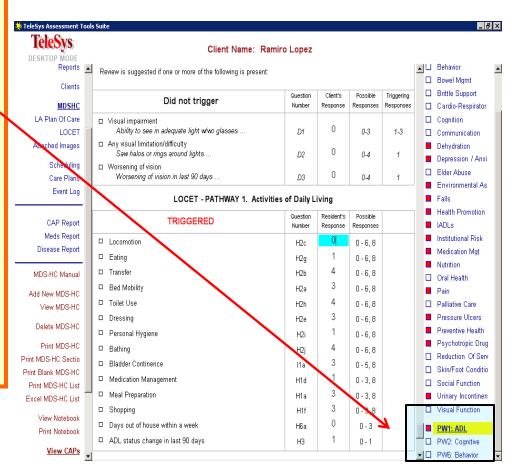
STEP 2 (continued)

The right side of the screen contains the CAP section buttons. Clicking on one of these buttons will bring that CAP into view.



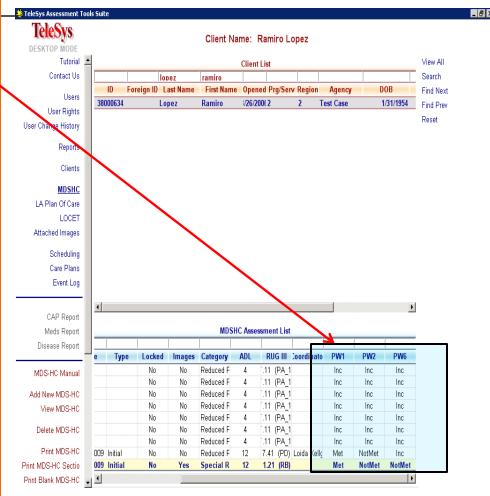
Analyzing and viewing Level of Care CAPs for PW 1, 2, & 6 on MDS-HC

Level of Care (LOC) Pathway (PW) CAPs for **PWs 1- Activities of Daily** Living (ADLs), 2 – Cognitive **Performance and/or 6 – Behavior** will appear in the lower right side of the screen once the "View CAPs" button is clicked (i.e., MDS-HC assessment data is analyzed). It is important that you make sure all sections have been appropriately completed in order to assure an accurate LOC CAP analysis.

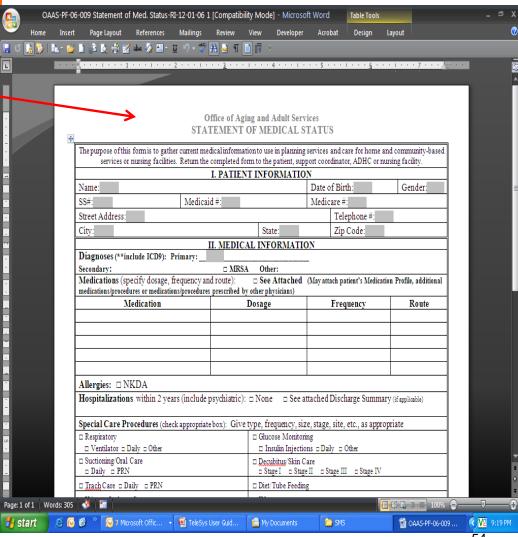


Analyzing and viewing Level of Care CAPs for PW 1, 2, & 6 on MDS-HC

Another way to view the Level of Care CAPs is by viewing them in the MDS-HC Assessment Log located on the bottom part of the Client Screen. Scroll all the way to the right side of the screen to bring PW 1, 2, & 6 CAPs in to view. Be sure that you have performed the "View CAPs" function first on that MDS-HC to assure you are viewing the correct CAPs results.



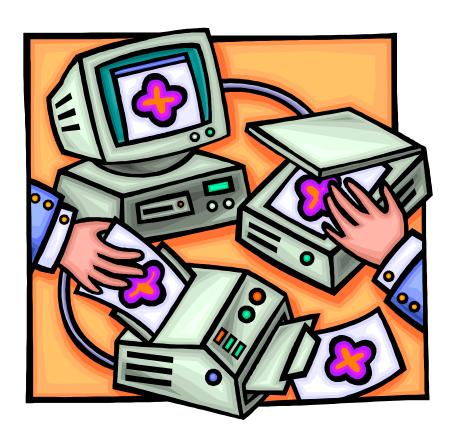
Documents such as a Statement of Medical Status (SMS) form (OAAS-PF-06-009) can be attached in the form of an "image" in Telesys to either the Client Face Sheet, MDS-HC Assessment, LOCET, or Louisiana Plan of Care. **Instructions for** attaching an image to an **MDS-HC** assessment will be used for the purpose of this instruction.



Step 1:

To attach an image to an MDS-HC assessment in TeleSys, you must first scan the image into one of the following formats:

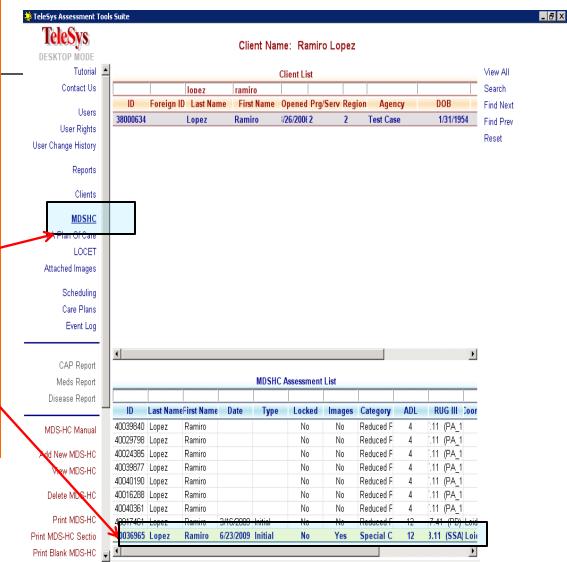
- ➤.bmp
- ➤.gif
- >.tif
- >.jpg
- >.jpeg
- >.png

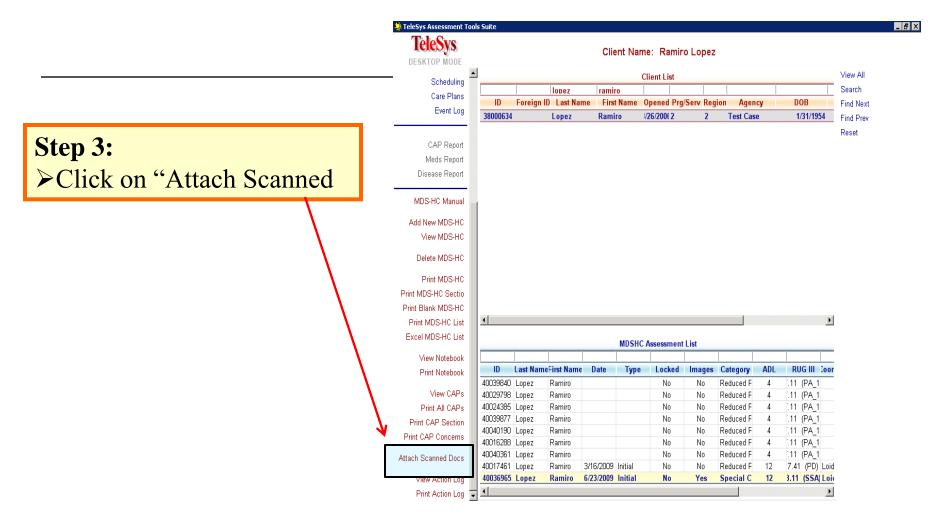


Step 2:

Click on the button located on the left side of the screen for the document in TeleSys you wish to attach the scanned image (e.g., Client Face Sheet, LOCET, MDS-HC, Louisiana Plan of Care). For purposes of this instruction, we will select the MDS-HC button.

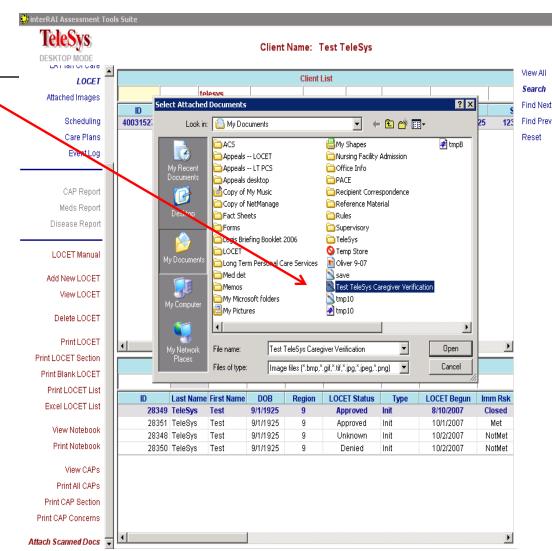
Then click on the MDS-HC you wish to attach the scanned image to.

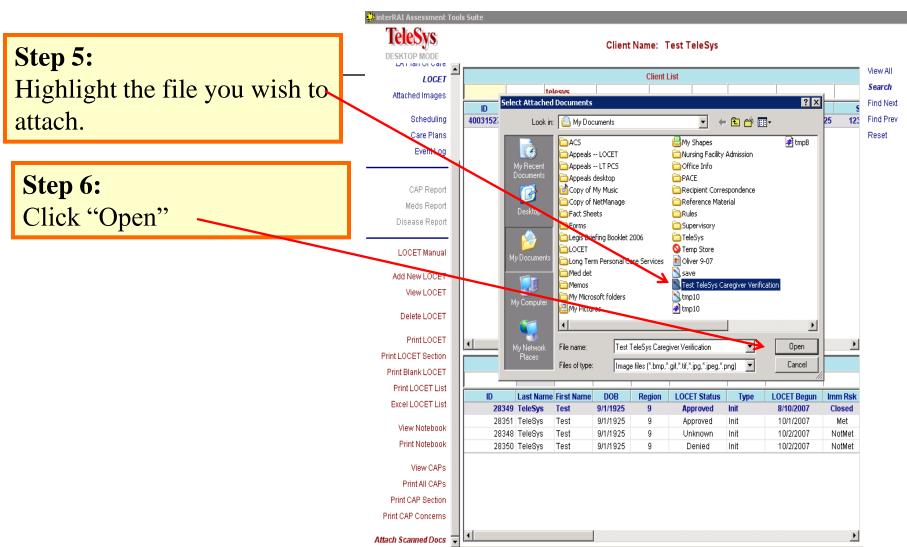




Step 4:

Locate scanned image you wish to attach by browsing through your saved documents. **Note** that only the documents scanned to the acceptable file types (i.e., .bmp, .gif,.tif,.jpg, and .png) will be allowed to be attached in Telesys.



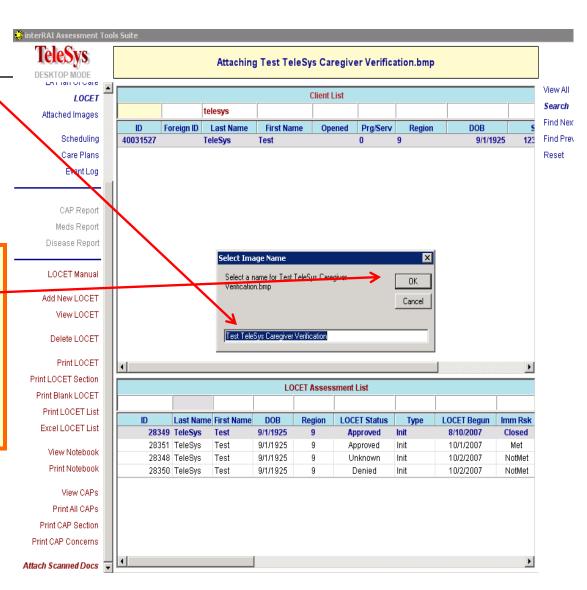


Step 7:

This screen prompt will allow you to rename the file if you wish

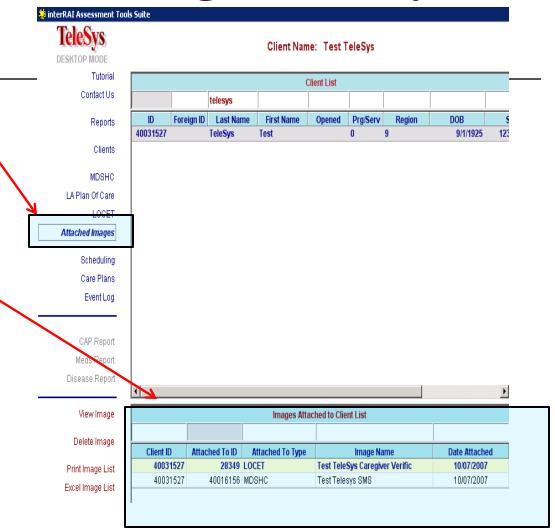
Step 8:

Once you have renamed the file (or kept the same name), click "OK". The scanned image is not attached to the Telesys document.



Step 1:

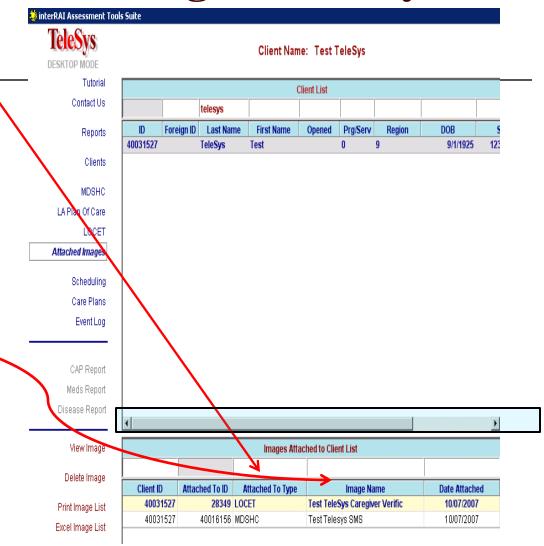
Once a client is selected on the Master Client List in TeleSys, click on "Attached Images" button. A list of all scanned images in TeleSys for that client will be displaced on the bottom half of the screen.

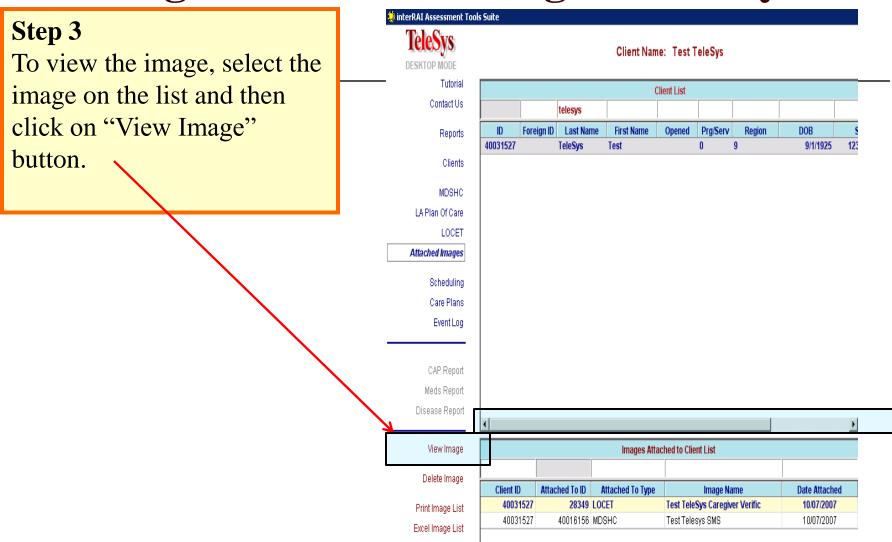


Step 2

Determine what document the scanned image is attached to by viewing the "Attached to Type" column on the lower half of the screen.

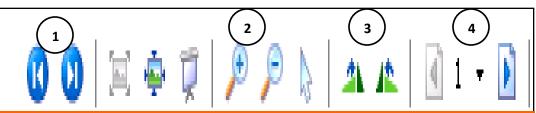
➤ The Image Name will appear in the "Image Name" column.





Step 4

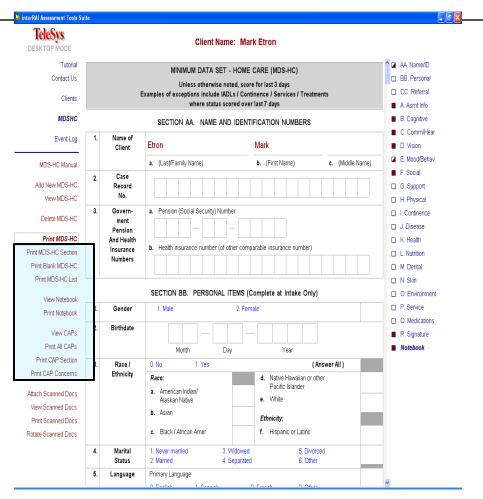
Once the image is opened, the navigation buttons at the bottom of the screen will allow you to manipulate the image as needed. The most commonly used buttons are shown here and numbered for easy reference.



- 1. Page navigation, backward and forward. Also used to take you to the first or last page of the image.
- 2. Magnification
- 3. Page rotation: clockwise and counterclockwise
- 4. Page navigation, backward and forward. Only one page "turns" per click.

STEP 1

You may print any form in the system in its entirety populated with information, the entire blank form, or a section of the form. You can print any assessment, a Face Sheet or the CAPs presentation.

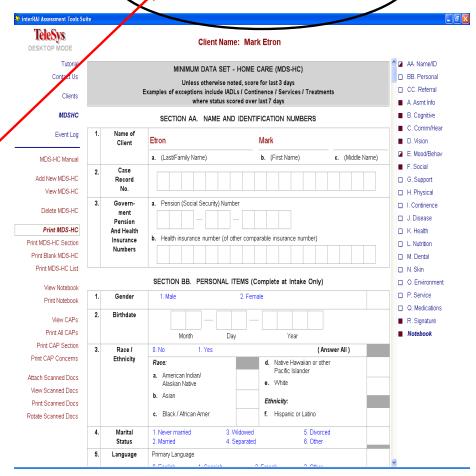


STEP 1 (continued)

The first thing you will see is a confirmation message asking if you really want to print the form.

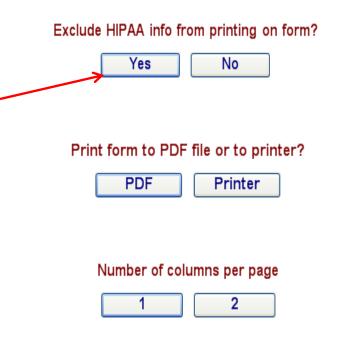
If you answer "No", you will be returned to the previous screen. If you answer "Yes", another series of questions will be asked of you.

Do you want to print this form?



STEP 2

The following questions will be asked of you. The first is to determine if you want any HIPAA information printed in the form. If you answer Yes to this question, no HIPAA info will be printed (i.e. Name, address, telephone numbers, SSN, DOB, etc.)



STEP 2 (continued)

You will then be asked if you wish to print directly to the printer or to generate a PDF file. We will cover the PDF situation in the next few paragraphs. For this example, we will select the Printer. The system can print the form on the page in either a single a two column format. For fewer pages, select the two column version. The print size may be small in this view, but it is readable. For easier reading, you may wish to select the 1 column mode.

Print form to PDF file or to printer?

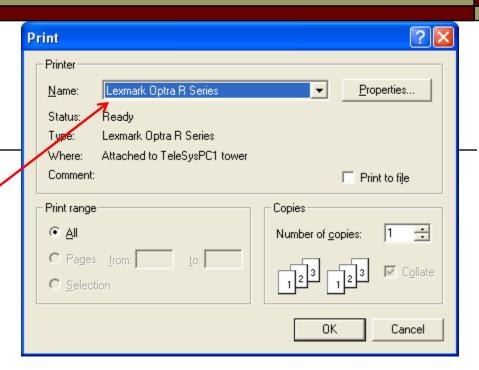
PDF

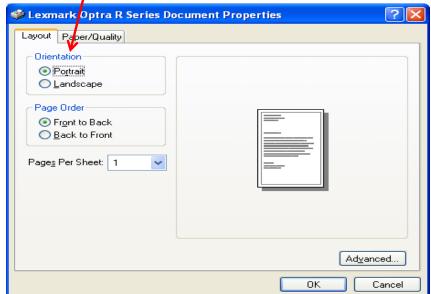
Printer

Number of columns per page

STEP 3

If printing directly to the printer, this dialogue box will appear. From it, you can select which printer you wish to use. If you click on the Properties button, you will be able to select either portrait or landscape mode of printing

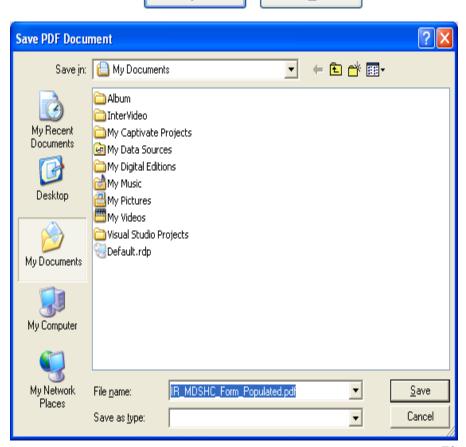




STEP 4

If you selected PDF, you will then be asked if you wish to generate the PDF in Portrait or Landscape mode. Once you have selected Portrait or Landscape, the system will then present you with a dialogue box to store the PDF wherever you wish. This file dialogue box operates the same as any other file save dialogue box. You would use the drop down in the Save In: section to find the folder into which you wish to place the PDF file.

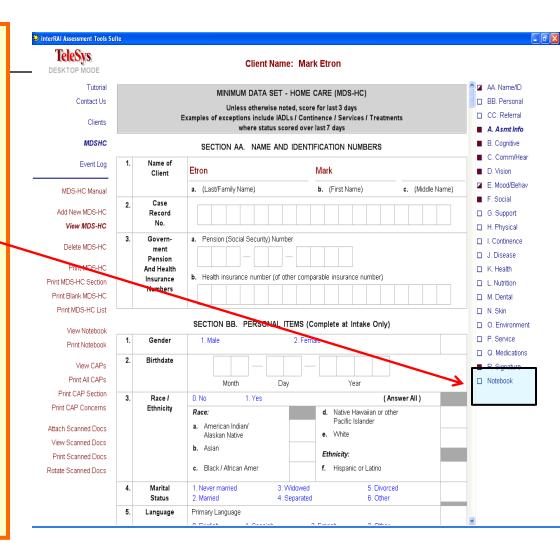
Print in Portrait (P) or Landscape (L) mode?



Using the Notebook

STEP 1

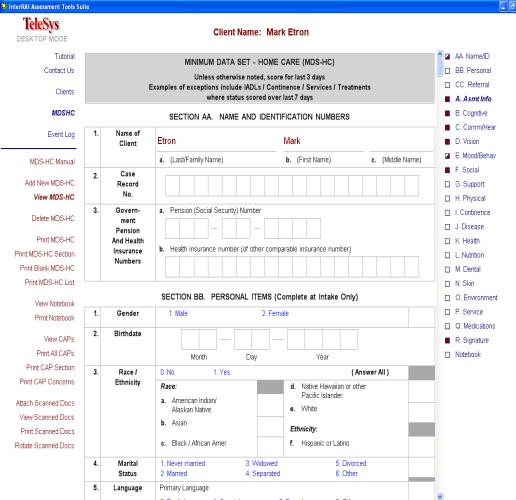
When you view any assessment or client face sheet, you will notice that there is a Notebook section in the right side section buttons. This is a valuable tool that allows you to enter notes on any individual answer box in the assessment, or on any section of the assessment or the entire assessment.



Using the Notebook

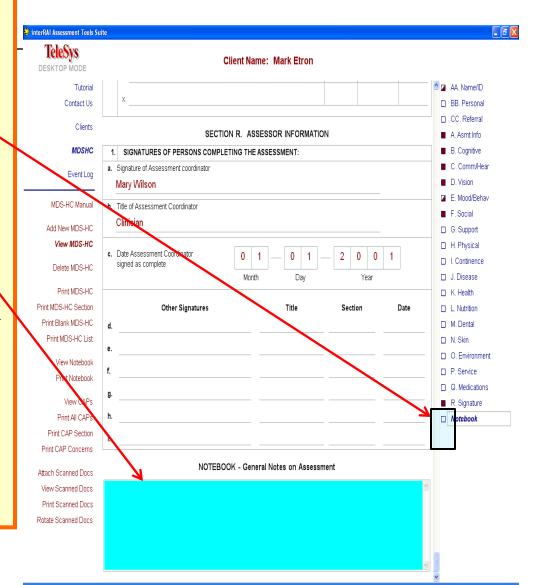
STEP 1 (continued)

You may invoke the Notebook at any time by depressing the F5 key on your computer key board, or by clicking on the Notebook section button.



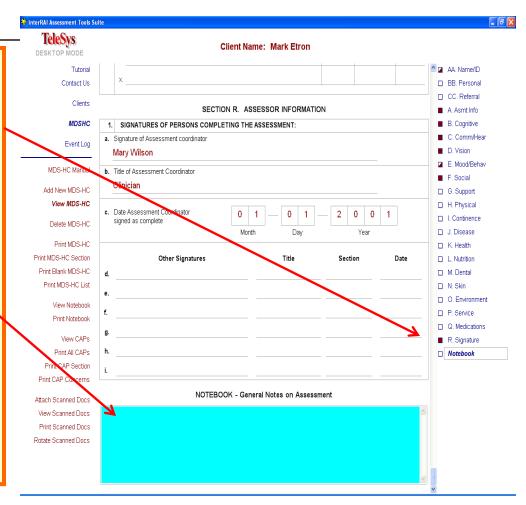
STEP 2

When you click on the Notebook section button, the notebook section will appear. You cannot type directly into the Notebook section within the form. The notebook display box will display the first few lines of the notebook just to let you know that there is something in the notebook, or you can view the completion graphic next to the Notebook section button.



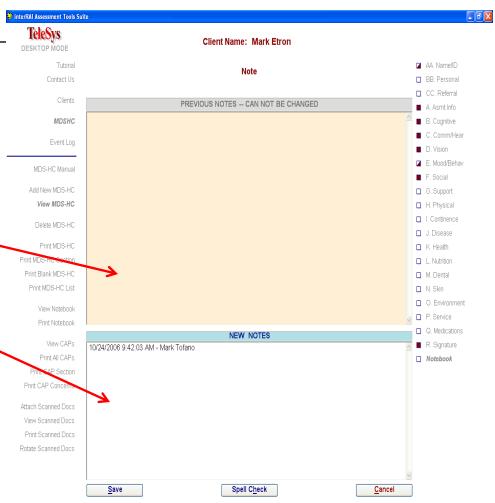
STEP 2 (continued)

If the section button is full, then there is something in the notebook. In order to get to the actual Notebook input screen, either double left click anywhere within the Notebook display box or depress the Enter key if the Notebook display box has the focus.



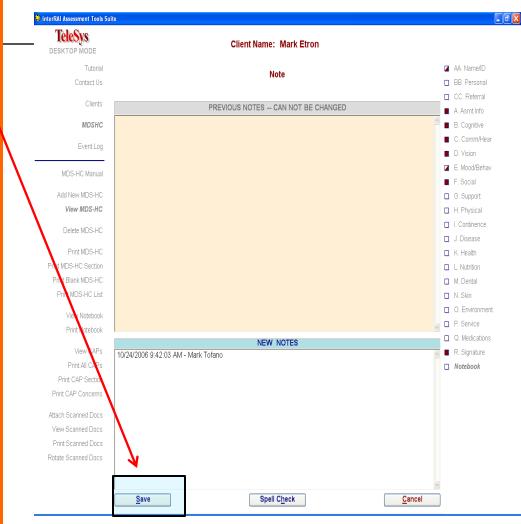
STEP 3

The Notebook entry screen will become visible. It is segmented into two parts. The top section is the viewing window and allows you to see all past notes. The lower section is the current input area. You can type into this area and spell check it.



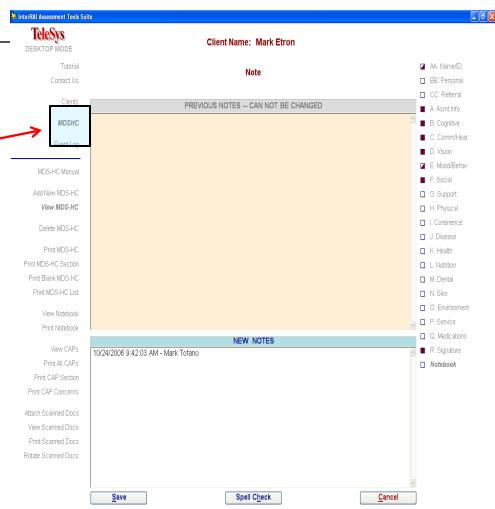
STEP 3 (continued)

Once you have completed your notes, click on the "Save" key to permanently save the text. Once the text has been saved, it cannot be changed. In order to make a correction to the notes, you must actually make another note entry referencing the past error and showing the correction. This technique provides a complete audit trail of notes.



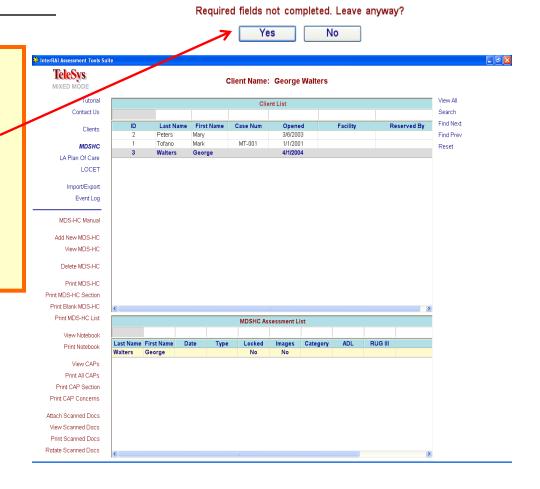
Step 1

Once the MDS-HC has been – completed, click on the MDS-HC button to return to the MDS-HC Assessment List screen.



Step 2

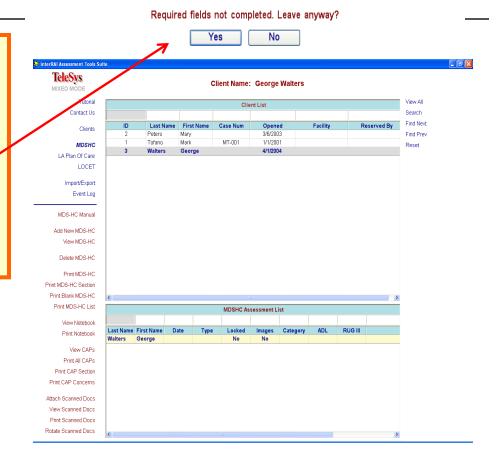
If the required fields have not been completed, you will be prompted to determine if you actually do wish to leave the form.



Step 2 (continued)

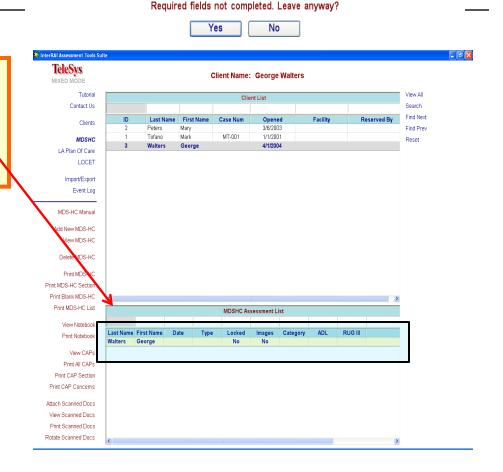
If you answer "No", the screen will stay as it is.

If you answer "Yes", then the screen will go to the MDS-HC Assessment List screen.



Step 3

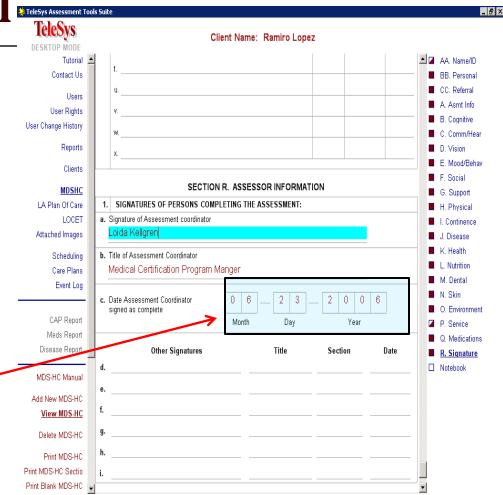
We now see that Mr. Walters has an MDS-HC completed.



MDS-HC Data Entry & Error

Correction Protocol

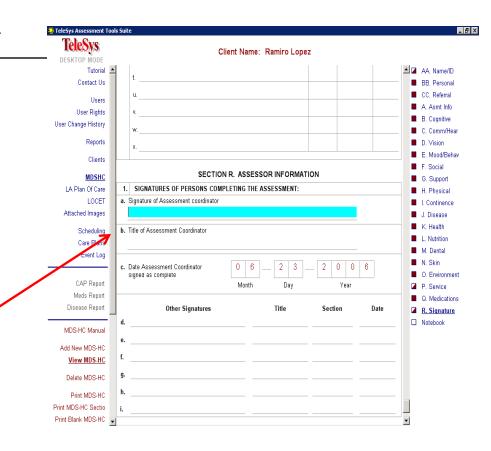
1. Enter data in to TeleSys from data collected during faceto-face MDS-HC assessment within ten (10) business days from the completion date noted in Section R 1 c. of the MDS-HC assessment form



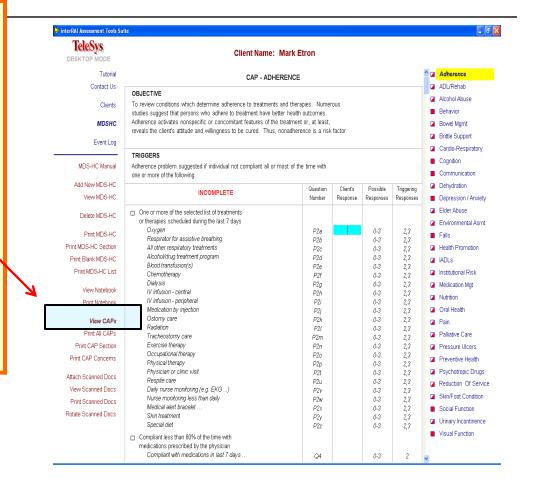
MDS-HC Data Entry & Error

Correction Protocol

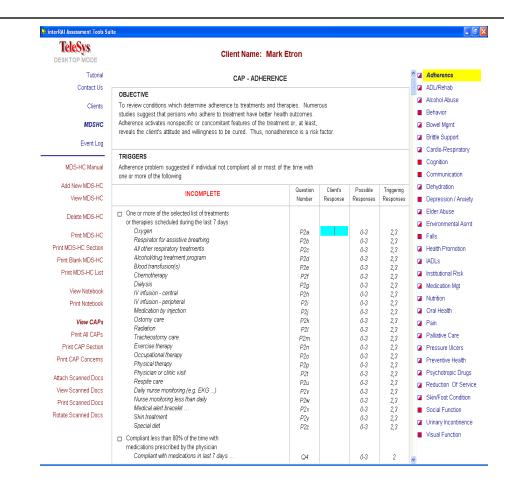
2. Enter the MDS-HC assessment data in its entirety at the time of data entry. Entering an MDS-HC assessment that is only partially completed in Telesys (e.g., not signed and locked) is not an acceptable practice.



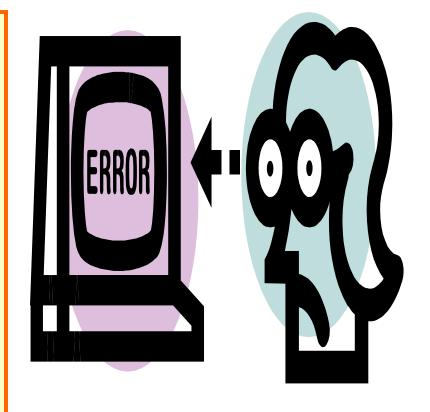
3. Once you have entered an MDS-HC assessment in TeleSys, you must always click the "View CAPs" button located on the lower left-hand side of the Screen.



4. Print a hard copy of the MDS-HC and/or CAPs Report as applicable.

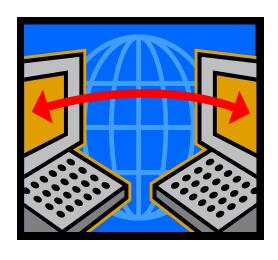


Error Correction means that incorrect data has been entered into any section of an MDS-HC assessment that was previously entered and locked in the TeleSys database, and as a result, a request is being made for correction of the error(s)

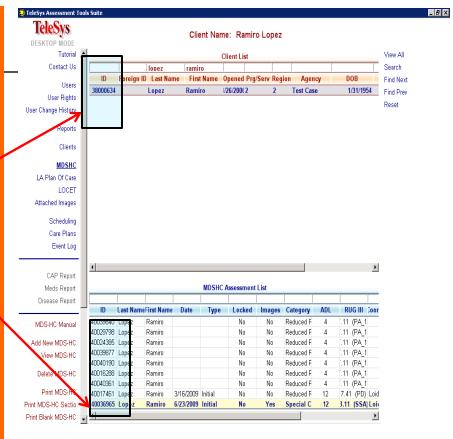


Follow the steps below to request that a data entry error be corrected on a "locked" MDS-HC in TeleSys:

1. Notify the OAAS Regional Office via email communication immediately upon discovery of the error. Never show the client's name in the subject line of the email message.



- 2. Include the following information in the email request:
- Client's first and last name;
- Client Record ID Number located in the first column of the TeleSys Client Screen;
- Client MDS-HC ID number located in the first column of the lower half of the TeleSys Client Screen for the MDS-HC record you need corrected.



- Reason for the requested Correction stated as:
- Transcription Error: Data was accidently entered in the TeleSys database as a result of human error. For example, a letter was transposed in a name such as typing "Gtegory" instead of "Gregory", or accidently hitting the "1" key instead of the "0" key for a coded item. OR...

...Coding Error: An MDS-HC Section item was miscoded at the time of the assessment as evidenced by supporting documentation submitted with the MDS-HC. For example, a code of "0" Independent was entered for transferring ADL in Section H 2 of the MDS-HC. The supporting documentation in the care plan clearly shows that the person was recovering from hip replacement surgery during the 3 day look-back period and the person required "weight-bearing" assistance during that time. The correct code should be a "4" for ADL of transferring instead of the "0" that was entered.

- 3. OAAS staff will make the necessary correction(s)in TeleSys upon review and approval of the Error Correction request and supporting documentation as applicable.
- 4. OAAS staff will make an entry in the MDS-HC Notebook indicating the type of error correction made for example: "Transcription error mace to Section AA 1. corrected misspelled last name; Coding Error Section B 1. a. changed from a "1" to a "0", etc.
- 5. OAAS Regional Office (RO)will notify the requesting agency when the correction has been made in Telesys;
- 6. Upon receipt of error correction confirmation from OAAS RO, requesting agency must re-analyze and view corrected MDS-HC CAPs.

Who do I call/contact if I have Problems/Questions?



Contact Information

- The OAAS TeleSys Administrator will assist you with initial access to TeleSys software and with addition of end user staff to TeleSys (e.g., new assessor staff).
- The OAAS Telesys Administrator must be notified within seven (7) business days when an employee terminates employment, or no longer requires access to Telesys.
- The OAAS TeleSys Administrator, **Lois Lockett**, may be contacted via email at: lois.lockett@la.gov or via telephone at: 225-342-6491.
- All other related TeleSys issues/concerns, including request for error corrections, must be communicated to your OAAS Regional Office (See enclosed Regional Office Contact List)

Timely and accurate data entry is a critical first step in assuring timely delivery of services!

